INFORMATION SYSTEMS DEPARTMENT

CITY OF MANCHESTER
NEW HAMPSHIRE 03101

October 6, 2004

REQUEST FOR INFORMATION

IS-0501

The City of Manchester will receive responses to this Request For Information (RFI) in the Office of the Information Systems Department, 100 Merrimack Street, City of Manchester, State of New Hampshire, until **October 29, 2004** for the furnishing of information pertaining to:

> **The supply, delivery and implementation of a Public Safety Computer Aided Dispatch and Record Management System.**

The City of Manchester assumes no liability for any costs incurred by the vendor in the preparation or delivery of the response to this RFI, or other pre-sales meetings.

The issuance of this RFI does not imply any commitment to purchase any products or services from any vendor.

By: Diane S. Prew
Director, Information Services

I. ADMINISTRATIVE INFORMATION

A. Purpose of this Request for Information

The City of Manchester (City) is seeking information relative to the supply, delivery and implementation of a Public Safety Computer Aided Dispatch (CAD) and Record Management System (RMS).

We are requesting that vendors propose solutions including hardware and software that are compatible with the City's developing GIS environment.

B. Additional Information

All questions or requests for additional information in connection with this RFI should be directed to:

Diane Prew, Director Information Services
(603) 624-6577
dprew@ManchesterNH.gov

C. RFI Response

1. Written responses will be accepted at the Information Systems Department until **October 29, 2004**. An original reply to this RFI and 2 copies along with an electronic compact disc version of the Respondent's information must be delivered to the following:

City Manchester
Information Systems Department
100 Merrimack St
Manchester, NH 03101

2. All RFI packages should be clearly marked with the Respondent's name and the words "RFI for CAD/RMS".
3. All Respondents should structure their proposals in the following manner:
   - Cover Letter—a one-page cover letter should contain the name and address of the corporation or business submitting the RFI, as well as the name, address, and telephone number of the primary contact.
   - Table of Contents—include a table of contents for the RFI.
   - Executive Summary—the Respondent should provide a general overview of their solution. Distinctive features of the CAD/RMS should also be presented.
   - Configuration Solution—a diagram should be provided showing the major components (hardware, software, and network layout) for the proposed system, accompanied by a short description of the diagrammed components in terms of their value/benefit to the Manchester Fire and Police Departments.
   - Appendices—The respondent may attach appendices and reference them

from within the RFI response. This is particularly appropriate for lengthy responses on a single subject. Understanding the intent of the respondent should be possible without the reading of the attachments. Brochures describing the hardware, software, or services are examples of appropriate items to be included as an appendix.

D. RFI Cost

Respondents are responsible for all costs incurred in the development and submission of their information packages. The City assumes no contractual obligation as a result of the issuance of this RFI, the preparation or submission of information by a Respondent.

E. Prime Respondent Responsibility & Third Party Relationships

The Respondent should clarify its relationships with parties supplying portions of the RFI solution and specify the portions that each party is providing.

F. Demonstrations

The Manchester Fire and Police Departments may require on-site demonstrations of the proposed system. All demonstrations conducted at the City will be the respondent's responsibility. Respondents are responsible for all costs incurred for the demonstration. The City assumes no contractual obligation as a result of the issuance of this RFI, the preparation, submission or demonstration of information by the Respondent. Additionally, Manchester Fire and Police Department representatives may require site visits to existing installations at their own expense.

II. GENERAL INFORMATION AND OVERVIEW

The Manchester Fire and Police Departments provide public safety for the City of Manchester, the largest city in New Hampshire. Manchester covers approximately 34 square miles with a population of 110,000.

The proposed system will be used by both the Fire and Police Departments. Currently, the Fire and Police Departments have separate CAD/RMS, each handling their own dispatch and records management. Under the new system, each will continue to dispatch and handle their own records while being on one system.

A. Manchester Police Department:

1. The Communications Division handles approximately 100,000 calls for service annually.
2. The demographics of the department are as follows:
   a) Personnel:
      202 Sworn Officers
      78 Civilian Personnel
   b) Facilities:
      1 Main Police Department Building
      5 Substations
   c) Vehicles
      36 Marked Patrol Vehicles
      18 Unmarked Vehicles
      6 Specialty Vehicles
      5 Motorcycles
   d) Specialties
      2 Horses
      6 Canines

B. Manchester Fire Department:

1. The Communications Division handles approximately 13,000 calls for service annually.
2. The demographics of the department are as follows:
   a) Personnel
      233 Sworn Officers
      23 Civilian Personnel
   b) Facilities
      1 Main Fire Department Building (Housing Admin Offices, Engines 1 and 11, Truck 1 and Rescue)
      9 Fire Remote Stations
      1 EMS
      1 Maintenance Garage
      2 Hospitals

c) Vehicles
   13 Engines
   6 Ladders
   2 Forestry Trucks
   2 Pickup Trucks
   2 Cargo Vans
   9 Station wagons/Sedans
   8 Ambulances

III. CURRENT ENVIRONMENT

The current Fire and Police CAD/RMS's run on IBM RISC 6000's.

The City is in the process of establishing a fiber connected redundant EOC site that includes a secure area for Fire and Police computer hardware.

The City has a high speed Metropolitan Area Network. All workstation and server connections are switched 10/100/1000 Ethernet.

Desktop PCs run Windows 2000.

The City currently has a mix of mobile units running Windows 2000:

Xplore Tablets - 500Mhz Processors AT&T Edge modems over a Frame Relay Circuit.

Toughbooks - 800Mhz Processors with CDMA.

IV. GIS ENVIRONMENT

The City is currently updating its existing planimetric mapping using color aerial photography flown in April 2003. New orthophotography and a parcel GIS data layer are being developed of the entire city.

All mapping will meet Class 1 ASPRS and National Map Accuracy standards for 1"=100' scale mapping.

All existing GIS data has been organized on a central GIS server as ArcView shapefiles. GIS Intranet applications are being developed using ArcIMS to provide GIS data access to typical GIS users.

An enterprise-wide GIS database will be established using ArcSDE and existing ArcView shapefiles will be imported into an SDE Geodatabase.

V. DESIRED FEATURES

A. Objectives

1. The City wishes to procure a comprehensive, state-of-the-art, and fully integrated, interactive Computer Aided Dispatch system designed to enhance the operational environment of the Manchester Fire and Police Departments.
2. The CAD system must incorporate current technologies and open-systems components that are commercially available for both software and hardware computing systems. It is expected that the system will be based on commercial application products, instead of a custom solution, built just for Manchester Fire and Police Departments. The City desires a common database. The intent is to acquire, learn, and administer a single database across the entire CAD system.
3. The City desires to purchase a complete system from a single Prime Respondent who will have complete responsibility for meeting the requirements specified within this RFI.
4. Map functionality is not considered an interface, but is to be an integral part of the system.
5. We request information on the following:

    - Systems design
    - Computer hardware
    - Software
    - Interfaces
    - Networking
    - Installation
    - Implementation services
    - Training
    - Project management
    - Documentation
    - Maintenance
    - Support

B. Functionality

The proposed system should include the following systems and subsystems:

- Computer Aided Dispatch (CAD) system with an integrated map
- Zetron Models 26/6 Cad Interface
- Records Management Systems (RMS) system with an integrated map
- Fire House RMS – CAD Interface
- Rip and Run printouts for each location
- Hazardous Materials Database
- EMS System Status Management (SSM)
- Vehicle Maintenance for Fire Apparatus
- Fire Equipment Inventory, Inspections and Tests

- Personnel File Module
- Training Module
- NH EMS Database
- Mobile Personal Computer (MPC) interface
- Radio System Interface (paging, alerting and status)
- E-911 Interface (ANI/ALI)
- Telephone Device for the Deaf (TDD) interface
- Automatic Vehicle Location (AVL)
- NCIC/Nibrs State Interface
- Online Booking
- Crime Analysis
- Personnel Scheduling and Tracking
- Document Imaging
- Traffic and Towing incidents
- Mug Shots
- Evidence Tracking

C. CAD Application Functionality

Describe the functionality and operation of the CAD solution in relation to Manchester Fire and Police Departments, lending detail to such topics as:

- Data Entry
- Incident Determination
- Location Information
- Event Information
- Unit Information
- Mapping Information
- Administrative Functions
- Reporting Functions
- System Status Management (multi-plan capacity)
- Internal Intranet Capabilities and External Internet Capabilities
- Scheduling Functions (event, transport, staffing)

D. Application Security

Security must allow for restrictions of data and module access by the Fire and Police Departments. Describe the security features and capabilities including:

- Approach to Police and Fire Access Restrictions
- Group or individual access within Police or Fire
- Security of access to content from Administrative IT personnel
- Security of remote workstations. These are workstations that are not housed in secured facilities such as in schools.

E. Interface Descriptions

The CAD system must be interfaced with the following systems:

- NH Enhanced 911 system
- Zetron Model 26/6
- National Information Fire Reporting System (NFIRS)
- Afis Fingerprint systems (Printrak)
- NH SPOTS Network (NCIC)
- J-One Complaints Repository

F. Redundancy Capabilities

- Describe the fault tolerance and redundancy options that the system supports
- Describe the additional hardware and software components that are required
- Describe the network configuration required to support redundancy

G. Computing Requirements

Include information for all proposed computing systems and their requirements:

- Server Requirements
- Workstation Requirements
- Communication Requirements
- Operating System
- Programming Languages
- Expandability
- Data Base Management Systems

H. Warranty and Maintenance

Describe warranty and maintenance details for all proposed hardware and software solutions. Include details such as:

- Parts and Labor
- Software Upgrades and Maintenance
- Warranty Extensions
- Operational Support

I. Training Plans

Describe, in detail, the Respondent's training plan. The plan should include, at minimum, the recommended classes, hours, class content, and prerequisites. The Respondent should address the requirements for day-to-day operation with the appropriate capabilities, as well as the on going operational and management needs for the proposed system.